

Hotel English

Second Edition



Ronna Timpa
& Lyn Pizor

Workplace **ESL** Solutions

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& Lyn Pizor

Workplace  *Solutions*

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Note to the Teacher

Dear Teacher:

Welcome to our second edition.

In this textbook, *housekeepers, public area attendants and kitchen workers* will learn to communicate with hotel guests, co-workers and supervisors through authentic workplace conversations. Vocabulary and situations are presented in an easy-to-follow layout with visual symbols that even the first time language learner can follow.

Hotel English focuses on language that is used on a daily basis in hotels around the world for:

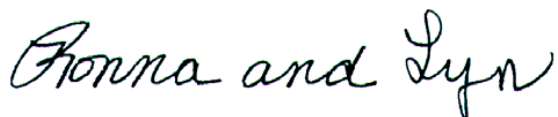
- Greeting guests
- Giving directions
- Following instructions
- Reporting repairs and problems
- Reporting emergencies

Learners will walk away exemplifying exceptional guest service in the hotel industry.

The book is designed as a system. This includes the book, the Facilitator's Guide, an audio CD set of the listening exercises, and our web page. We encourage your suggestions and will do our best to incorporate them into the next edition with appropriate acknowledgements.

To send us your suggestions and for updates and additional information, visit our home page at www.WorkplaceESL.com.

Thanks,

A handwritten signature in black ink that reads "Donna and Lyn". The script is cursive and fluid, with the first letters of "Donna" and "Lyn" being capitalized and prominent.

Note: We wish to thank the following people for their comments and opinions and help with our second edition. Without help from these experts, this book wouldn't be as complete! Leslie Holloway, Chris Ratio, Don Driscoll, Laura Vengal, Chris Snow, Kristine Fornoce, Kay Weirick and Paul Roersma. Edited by Margaret Hoppe. Cover and interior design by Mori Studio Inc.

COMMUNICATION GOALS:

Responding to guest needs

Asking the guest questions

PRONUNCIATION GOAL:

l vs r



What Do You See?





Listening and Speaking 1



1. Listen.
2. Listen and repeat.
3. Practice with a partner.

Housekeeping: Hello, Housekeeping.

Hotel Guest: Yes, I need more pillows, an extra blanket, more towels, more soap and some shampoo.

Housekeeping: How many pillows do you need?

Hotel Guest: Two please.

Housekeeping: How many towels do you need?

Hotel Guest: Four.

Housekeeping: Do you need bath towels or hand towels?

Hotel Guest: Bath towels.

Housekeeping: O.K. I'll send someone right away.

Hotel Guest: Thank you.



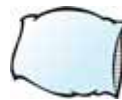
Practice 1

Make a conversation with another person.

Person 1 — Guest

Person 2 — Housekeeper

1. The guest needs more pillows
2. The guest needs an extra blanket.
3. The guest needs more shampoo.





Listening and Speaking 2



1. Listen.
2. Listen and repeat.
3. Practice with a partner.

Housekeeper: Excuse me, what time are you checking out today?.

Guest: 11:30.

Housekeeper: O.K. Hope you enjoyed your stay!



Practice 2

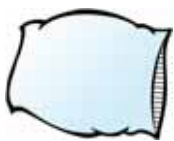
Practice the conversation using the following clock times.

1. 11:00
2. 12:00
3. 11:45
4. 10:15



Matching 1

Draw a line between the pictures and the words.



blanket



pillow



notepad



hand
towel

wash
cloth

bath
towel

soap



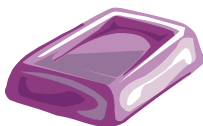
soap dish



shampoo



towels



hair dryer



Matching 2

Draw a line between the pictures and the words.



ironing board



bathmat



clock radio



iron



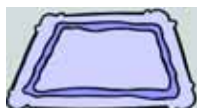
coffee pot



ice bucket



telephone



hanger

UNIT 7 Talk About My Job — Housekeeping

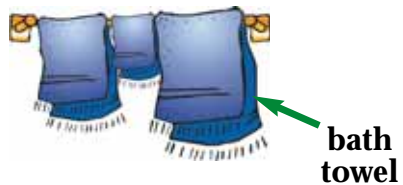


Listening



Listen and circle what they are talking about.

1. A.



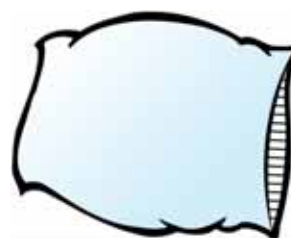
B.



3. A.



B.



2. A.



B.



4. A.



B.





Reading

Read the guest's note.



Circle True or False.

- | | | |
|--|------|-------|
| 1. The guest wants two more blankets. | TRUE | FALSE |
| 2. The guest does not need more shampoo. | TRUE | FALSE |
| 3. The guest needs extra towels. | TRUE | FALSE |

UNIT 7 Talk About My Job — Housekeeping



Writing

Write ten things guests ask you for.

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |



Pronunciation



The sounds “**l**” and “**r**”

To pronounce the sound **l**, your tongue touches behind your upper teeth. Listen and repeat, making sure you place your tongue behind your teeth.

late **l**ibrary pi**ll**ow towe**l** b**l**anket **l**eft

To pronounce the sound **r**, do not let your tongue touch behind your teeth. Round your lips. Listen and repeat, making sure that the tip of your tongue does NOT touch behind your teeth.

red **r**adio **r**ight dru**r**g store **r**ead **r**ow

Practice these pairs of words. Concentrate on the correct pronunciation of the letters “**l**” and “**r**”. Listen and repeat:

light/**r**ight co**ll**ect/co**rr**ect **l**ock/**r**ock p**l**ay/p**r**ay c**l**ash/c**r**ash



Vocabulary



Nouns

bathmat

bath towel

blanket

clock radio

coffee

coffee pot

hair dryer

hand towel

hanger

ice bucket

iron

ironing board

notepad

pillow

shampoo

soap

soap dish

telephone

towels

wash cloth

Verbs

to send

to enjoy



Homework

At home, make a list of ten things in your bathroom. Practice the pronunciation of the words with your children or a friend. Read the class your list.

1. _____

6. _____

2. _____

7. _____

3. _____

8. _____

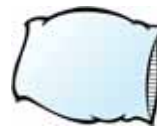
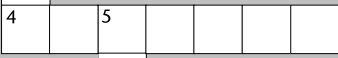
4. _____

9. _____

5. _____

10. _____

Fun Activity



Across

2. I put my head on this
4. I write on this
6. I use this to keep warm in bed
8. I wash my hair with this

Down

1. I wash my body with this
3. I use this on an ironing board
5. I make a call with this
7. I dry myself off after a shower with this

COMMUNICATION GOALS:

Responding to requests

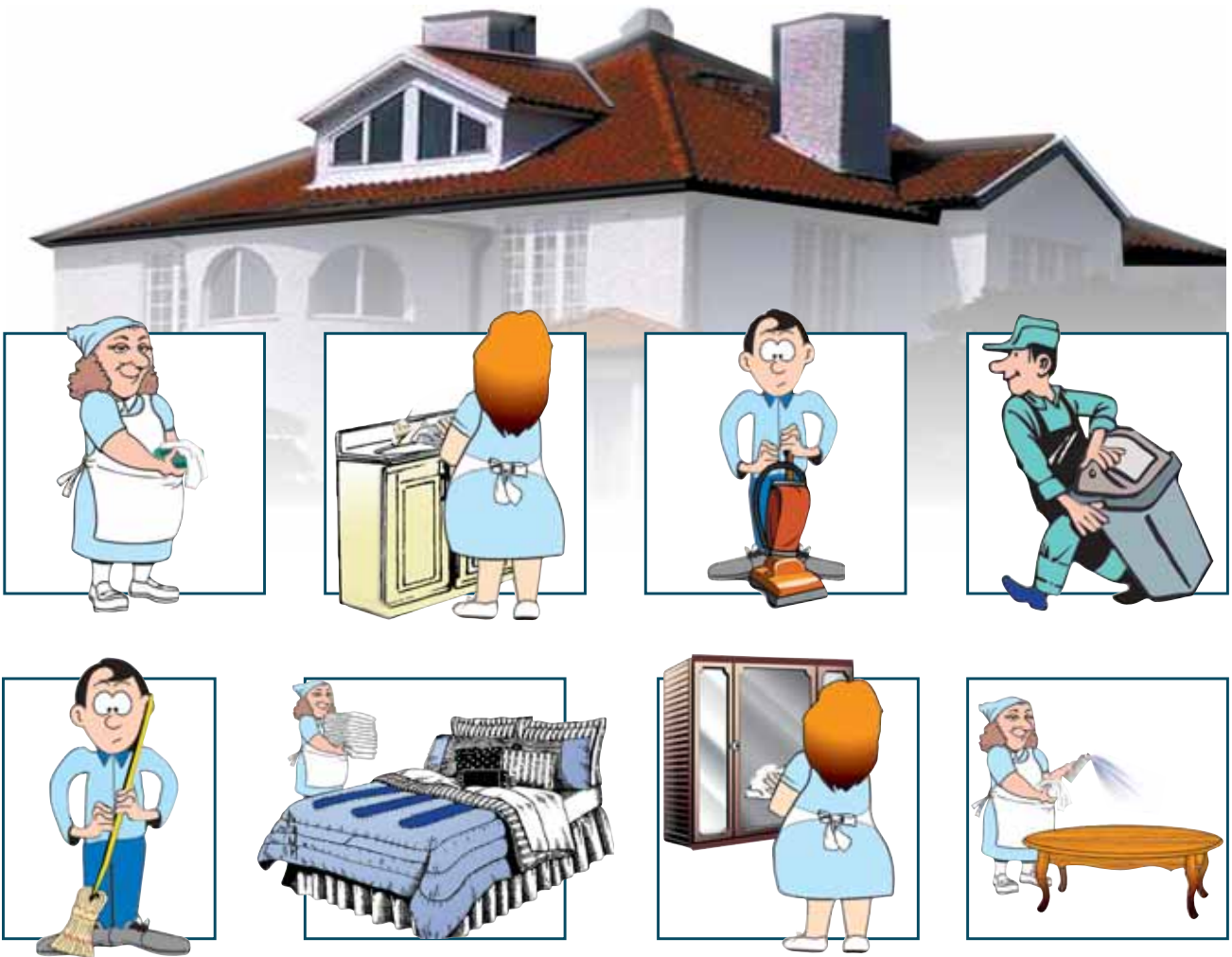
Explaining job tasks

PRONUNCIATION GOAL:

Third person singular "s"



What Do You See?





Listening and Speaking



1. Listen.
2. Listen and repeat.
3. Practice with a partner.



Supervisor: Hello, Silvia. What are you doing?

Silvia: I'm wiping the mirror in room 1345.

Supervisor: Could you take extra towels to room 1347 when you finish?

Silvia: Yes.

Supervisor: Then can you empty the trash in the hallway and vacuum? Someone just complained about the floors.

Silvia: Sure, right away.

Supervisor: Thank you.



Practice

Make a conversation with another person.
Use these pictures.

PRONUNCIATION NOTE

"s"

dusts

sweeps

wipes

"z"

cleans

vacuums

empties

"iz"

changes

washes

1. What does he or she do everyday at work?

2. She/He _____.





Matching

Draw a line between the words and the pictures.

change the sheets

clean the ashtray

vacuum the floor

wash the sink

dust the table

sweep the floor

empty the trash

wipe the mirror



UNIT 11 Describe Job Actions



Listening



You will hear conversations. Look at the pictures below and circle what the person does first everyday.

1. a.



b.



2. a.



b.



3. a.



b.



4. a.



b.



5. a.



b.



6. a.



b.



7. a.



b.





Reading

Read and answer the questions.

I need to clean the office. First, I will empty the trashcan. Then I will dust and vacuum. Last, I will wipe the mirrors and computers.

1. What will I do first?
 - A. dust
 - B. wipe mirrors
 - C. empty the trashcan
2. When will I dust?
 - A. first
 - B. second
 - C. third
3. What will I wipe?
 - A. the mirrors and computers
 - B. the trashcan
 - C. the floor
4. Where will I put the trash?
 - A. in the vacuum
 - B. on the floor
 - C. in the trashcan



UNIT 11 Describe Job Actions



Writing

What does the employee do at work? Use "he" or "she".



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____

What do YOU do everyday?

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____



Pronunciation



Third Person Singular

Listen and repeat.

The “s” sound

He smokes too much.

She sleeps late.

The “z” sound

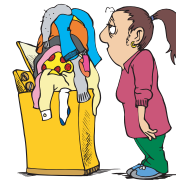
He swims.

She sings.

The “iz” sound

He watches TV.

She washes her clothes.



Pronunciation 2



Listen and repeat.

1. She cleans 16 rooms everyday.
2. She removes dirty linen.
3. He sprays disinfectant cleaner in the shower.
4. He opens the curtains.
5. She collects any lost and found items.
6. She wipes the window ledge.
7. He dusts the top of the headboard.
8. She knocks 3 times.
9. She makes 32 beds everyday.
10. He replaces all room supplies.



Vocabulary



Verbs

to change
to clean
to complain
to dust
to empty
to load
to mop



Homework

Make a list of things that need to be cleaned at home. What will you use to clean it?

Needs to be cleaned

1. _____
2. _____
3. _____
4. _____

What to use

1. _____
2. _____
3. _____
4. _____

Fun Activity

Word Search

clean

dust

empty

load

mop

rinse

sweep

takeout

unload

vacuum

wash

wipe

q	s	p	d	d	u	h	i	e	r	i	n	s	e	m
r	m	t	u	n	i	k	t	x	o	o	w	l	x	k
w	e	q	s	e	d	e	j	w	z	n	v	f	f	b
o	s	l	t	r	b	k	b	u	m	h	t	r	l	m
f	m	c	u	t	u	y	t	a	k	e	o	u	t	r
f	w	i	p	e	c	t	r	f	c	l	z	p	t	q
x	q	h	y	i	m	o	p	p	i	w	t	c	a	s
e	q	z	r	w	s	k	a	z	o	l	f	l	o	y
s	b	t	j	e	q	s	w	e	e	p	t	e	h	s
p	w	a	s	h	i	u	n	l	o	a	d	a	m	j
h	u	l	e	j	i	g	l	o	a	d	q	n	m	y
a	v	e	m	p	t	y	s	m	k	k	i	r	u	i
x	o	d	v	a	c	u	u	m	r	x	h	i	a	r
f	t	l	h	g	c	h	r	h	g	l	i	c	x	b
o	u	p	x	g	w	b	k	f	b	j	b	x	k	q

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